

FEDERAL DEPOSIT INSURANCE CORPORATION

Division of Compliance and Consumer Affairs

Project Opportunities as of March, 1997

Contact: Hank Newport (202) 942-3509; Internet: HSNewport@fdic.gov
(Visit DCA's homepage at: <http://www.fdic.gov/consumer/index.html>)

Project # WN-01:

ELECTRONIC BANKING OPPORTUNITY (1 WEL participant & 1 New Leader)

Project Objective:

Assist in the implementation of DCA's electronic banking strategies and initiatives.

Knowledge, Skills, and Abilities

Program analysis; good oral and written communication skills; ability to develop and implement new policies and procedures; ability to develop and deliver presentations; demonstrates creativity and initiative. Knowledge of Wordperfect 6.1 required. Knowledge of PowerPoint presentation software desirable but not mandatory.

Role of Participant

The candidate will have a role in implementing strategies to educate DCA staff on new banking technology, to develop compliance guidelines responsive to emerging technology, to promote public understanding of new banking technology and related consumer protections and deposit insurance, and to assess the affect of electronic banking on consumer protections.

Location of Work

Washington, D.C., with some short visits to selected Regional/Field Office locations.

Timing: Begin ASAP, for a minimum of 90 to 120 days, with 60 days stint per individual.

Supervision: The participant will report to the Special Assistant to the Division Director.

More Information: Contact John M. Jackwood at 202-942-3854.

Project # NL-02: (New Leader participant)

Newsletter/Newsmagazine Opportunity

Project: Assist the Editor-in-Chief of the Division's newsletter in the compilation of information, writing of stories, lay-out and formatting, and liaison with the Regional representatives.

Knowledge, Skills, and Abilities:

Good communications skills, both oral and written; experience in using WordPerfect 6.1 and or desktop publishing software; good liaison skills in dealing with the regional representatives; ability to get work done under a very tight timeframe.

Role of Participant:

The participant will assist the Editor in collecting, formatting, and arranging articles from all areas of the Division. Although not a requirement, the participant will have the opportunity to exercise any creative writing and/or research skills in the areas relevant to the accomplishment of the Division's mission and dissemination of information to all employees. Close coordination with DOA's Graphics Section and the regional correspondents for DCA is required.

Location of Work: Washington, DC

Timing: Four sessions of 30 days each participant, during the following periods: April 1-30; July 1-31; Oct 1-31; Jan 1-31.

Supervision and Contacts:

The participant will report to the Executive Assistant to the Division Director.

More Information: Contact Hank Newport, Executive Assistant, at (202) 942-3089 or via Internet at: HSNewport@fdic.gov

THE OPERATIONS AND CONTROL SECTION IS VERY INTERESTED IN SOLICITING CANDIDATES TO ASSIST IN ITS OPERATIONS:

PROJECT # WL-03: (WEL participant)

OBJECTIVE: REVIEW AND EVALUATE, ON A QUARTERLY BASIS, DCA'S COMPLIANCE WITH THE GOALS AND OBJECTIVES AS ESTABLISHED IN THE CORPORATE AND DIVISIONAL BUSINESS PLANS FOR ALL OPERATIONAL AREAS - INCLUDES INTERACTING WITH DOS, DOA, DOF, DIRM, AND LEGAL AS WELL AS REGIONAL AND FIELD OFFICE DCA DIRECTORS.

KNOWLEDGE, SKILLS, AND ABILITIES:

GOOD ORAL AND WRITTEN COMMUNICATION, STRATEGIC/BUSINESS PLANNING, PROGRAM ANALYSIS, BUDGETARY BACKGROUND

ROLE OF PARTICIPANT:

TEAM MEMBER FOR A MAJOR OPERATIONAL FUNCTION OR FUNCTIONS OF THE DIVISION'S BUSINESS PLAN. PROVIDE PRESENTATION TO SENIOR MANAGEMENT ON EVALUATION ADHERENCE AND RECOMMENDED METHODS TO IMPROVE REPORTING AS WELL AS PERFORMANCE INDICATORS.

LOCATION OF WORK: WASHINGTON, DC.

TIMING: PROJECT IS AN ONGOING QUARTERLY EFFORT.

SUPERVISION: PARTICIPANT WILL REPORT TO THE SECTION CHIEF AND DESIGNATED TEAM LEADER

MORE INFORMATION: CONTACT JIM DEVENEY (202) 942-3096

PROJECT # WN-04 (1 WEL & 1 New Leader)

OBJECTIVE: DESIGN AND DEVELOP A DATABASE MANAGEMENT INFORMATION SYSTEM FOR HEADQUARTERS AS WELL AS REGIONAL AND FIELD OFFICE TO TRACK ALL COMPUTER EQUIPMENT ASSIGNED. ALSO PREPARE A PROCEDURES MANUAL TO GUIDE USERS.

KNOWLEDGE, SKILLS, AND ABILITIES:

STRONG COMPUTER ANALYSIS WITH DATA BASE MANAGEMENT DEVELOPMENT, GOOD ORAL AND WRITTEN COMMUNICATIONS SKILLS.

ROLE OF PARTICIPANT: PARTICIPANT WILL FUNCTION AS PROJECT LEADER REPORTING TO SECTION CHIEF, OPERATIONS AND CONTROL

LOCATION OF WORK: WASHINGTON, DC

TIMING: AS SOON AS POSSIBLE WITH FULL COMPLETION, INCLUDING STRUCTURE TRAINING SESSIONS WITHIN 60 TO 90 DAYS.

SUPERVISION: PARTICIPANT WILL REPORT TO THE SECTION CHIEF, OPERATIONS AND CONTROL.

MORE INFORMATION: CONTACT JIM DEVENEY (202) 942-3096

PROJECT # WL-05: (WEL participant)

OBJECTIVE: SERVE AS A LIAISON BETWEEN DCA AND THE TRAINING AND CONSULTING BRANCH OF DOA. ASSISTING IN THE DESIGN AND DEVELOPMENT OF DCA'S TRAINING PROGRAM AS WELL AS ENSURING THAT THE PROGRAM IS RUNNING EFFICIENTLY AND EFFECTIVE

KNOWLEDGE, SKILLS, AND ABILITIES:

GOOD ORAL AND COMMUNICATION SKILLS, INVOLVED IN PRIOR TRAINING DESIGN, DEVELOPMENT, AND IMPLEMENTATION ACTIVITIES.

ROLE OF PARTICIPANT: DCA TRAINING LIAISON REPORTING TO DCA'S TRAINING COORDINATOR

LOCATION OF WORK: WASHINGTON, DC WITH COORDINATION AMONG DOA, DOS AND DCA'S REGIONAL AND FIELD OFFICES.

TIMING: AS SOON AS POSSIBLE - PART OF AN ONGOING EFFORT TO ENSURE EFFECTIVE TRAINING FOR ALL STAFFERS WITHIN THE DIVISION

SUPERVISION: PARTICIPANT WILL REPORT TO DCA'S TRAINING COORDINATOR

MORE INFORMATION: CONTACT JIM DEVENEY (202) 942-3096

PROJECT # WL-06: (WEL participant)

OBJECTIVE: ASSISTING DCA'S ADMINISTRATIVE OFFICER IN DESIGNING, DEVELOPING AND IMPLEMENTING AN ADMINISTRATIVE OPERATIONAL PROCEDURES MANUAL FOR THE DIVISION. ALSO DESIGN A DIVISIONAL CENTRAL FILING SYSTEM FOR ALL FUNCTIONAL AREAS THAT IS CONSISTENT WITH THE CORPORATE AND DIVISIONAL RECORDS RETENTION POLICY.

KNOWLEDGE, SKILLS, AND ABILITIES:

GOOD ORAL AND COMMUNICATION SKILLS, BACKGROUND IN CORPORATE ADMINISTRATIVE REQUIREMENTS, PRIOR EXPERIENCE IN OPERATIONAL MANUAL DESIGN, DEVELOPMENT, AND IMPLEMENTATION ACTIVITIES.

ROLE OF PARTICIPANT:

DCA PROJECT LEADER REPORTING TO DCA'S CHIEF, OPERATIONS AND CONTROL SECTION AND ADMINISTRATIVE OFFICER

LOCATION OF WORK: WASHINGTON, DC WITH COORDINATION AMONG DOA, DOS AND DCA'S REGIONAL AND FIELD OFFICES.

TIMING: AS SOON AS POSSIBLE - PART OF AN ONGOING EFFORT TO ENSURE EFFECTIVE ADMINISTRATIVE CONTROLS FOR ALL STAFFERS WITHIN THE DIVISION

SUPERVISION: PARTICIPANT WILL REPORT TO DCA'S CHIEF, OPERATIONS AND CONTROL SECTION

MORE INFORMATION: CONTACT JIM DEVENEY (202) 942-3096

PROJECT #WE-07: (WEL/EPP participant)

OBJECTIVE: Under the revised CRA examination procedures we are evaluating

banks based on performance rather than process. The purpose of this revision was to provide greater objectivity and consistency. However, we are hampered by a lack of data, and examiners are not always certain what "numbers" constitute "satisfactory" or "outstanding" performance. This lack of data and lack of knowledge of potential existing data is also problematic in our evaluations of strategic plans, and requests for limited and wholesale designations. The EPP/WEL/New leader project participant would explore existing FDIC information resources such as Compliance and S&S examinations, UBPR's, and Reports of Condition and Income to determine what information might be useful in routine CRA examinations or in the analysis of strategic plans, develop queries to extract this information, and develop a program to train examiners and Regional Office personnel in their use.

Knowledge, Skills and Abilities:

The participant should have, or develop, a detailed knowledge of the revised CRA regulation, Safety and Soundness reports, UBPR's, Reports of Condition and Income, FDIC database design, and structured query language. The participant should also possess good communication skills.

Location of Work: This project could be done at a Regional Office location or in Washington, DC.

Timing: ASAP

Contact: Bobbie Jean Norris, 202-942-3090

PROJECT # WE-08: (WEL/EPP participant)

OBJECTIVE: Under the revised CRA examination procedures we are evaluating banks based on performance rather than process. The purpose of this revision was to provide greater objectivity and consistency. However, we are hampered by a lack of data, and examiners are not always certain what "numbers" constitute "satisfactory" or "outstanding" performance. This lack of data and lack of knowledge of potential existing data is also problematic in our evaluations of strategic plans, and requests for limited and wholesale designations. The EPP/WEL/New leader project participant would explore, on an interagency basis, what information could be usefully collected during routine CRA examinations, maintained in a database, and shared among the agencies. The objective would be to develop a standard set of information that would be collected, if possible at all CRA examinations and maintained in a database that would be available to all agencies.

Knowledge, Skills and Abilities:

The participant should have, or develop, a detailed knowledge of the revised CRA regulation, and existing information sources such as Federal Reserve reports, and the community contact database. The participant should also possess good communication skills.

Location of Work:

This project could be done at a Regional Office location or in Washington.

Timing: ASAP

Contact: Bobbie Jean Norris, 202-942-3090

PROJECT # WL-09: (WEL participant)

OBJECTIVE: Develop standardized Regional Office Standard Operating Procedures ("SOP's"). This would consist of instructions for report censoring that are consistent with the revised examination procedures, and associated checklists and standardized letter templates. Additional subjects would include handling routine correspondence, review of other material such as state reports, OCC reports or federal reserve reports, processing of complaints, processing of requests for strategic plans, and the development of a "Help" book for telephone inquires.

At the Boston Regional Office, instructions relative to most of these procedures are written, but these need revision to conform to new procedures, need better organization, and more clarity. These SOPs should be created as "living documents", in a computerized format that can be easily changed. They also need to be in a format that can be printed and distributed to visiting review examiners. It is anticipated that the participant would review existing procedures, interview personnel to determine what is currently being done, and make recommendations relative to more effective methods of handling the work if appropriate. The participant should obtain and review procedures manuals from other regions.

Knowledge, Skills and Abilities:

The participant should have, or develop, knowledge of the revised compliance examination procedures, and a detailed knowledge of regional office procedures. The participant should have good oral and written communications

skills.

Location: It is anticipated that this would be done at the Boston Regional Office.

Timing: ASAP

Contact: Carl W. Schnapp, Regional Director (617) 320-1706

PROJECT # WE-10: (WEL/EPP participant)

OBJECTIVE: Design and develop a model *EEO/Diversity Action Plan* that can be used as a guide for the Washington Office and the 8 Regional Offices. The objective is to achieve consistency across all of DCA's offices to insure a climate of reasonable diversity in a downsizing environment. Working with DCA's EEO Action Officer, the candidate will be responsible for developing, coordination, and writing a model EEO program plan. The participant will work closely with the Corporation's Office of Equal Opportunity to accommodate their guidance and concerns. Will require interaction with supervisors and Directors both in Washington and the field, as well as liaison with other Divisions, and where appropriate, with union representatives. The participant will be based in Washington, DC but may involve travel to one or more regional offices and/or management meetings. The end product is expected to be a formal EEO/Diversity plan for the Division that will stand as a model for other divisions and offices in FDIC. The participant will be expected to formally present the plan to DCA's senior management and argue for its merits and implementation.

Knowledge, Skills, and Abilities:

Good oral and communication skills. Involvement in prior EEO activity and plan implementation. Experience in making senior management presentations.

Role of Participant

Project Director type experience on a nationwide basis. The exercise of this project will give the candidate hands-on experience in assessing a situation, interviewing employees and managers, and writing a course of action. The accomplishments of the participant will make a lasting impression on the FDIC.

Location of Work: Washington, DC

Timing: Start date to be determined, for a minimum of 30 days.

Supervision and Contacts:

The participant will report to the Executive Assistant to the Division Director.

More Information:

Contact Hank Newport at (202) 942-3509 or via Internet: HSNewport@fdic.gov

PROJECT # WE-11: (WEL/EPP participant)

OBJECTIVE: Work with the Regional Director, Chicago to take charge of a project for implementing the Division's "Case Manager" initiative as a regulatory approach to supervising banks.

Knowledge, Skills and Abilities:

Good analytical, interpersonal, organizational and communications skills.

Role of Participant:

Interface with various individuals, senior management, review examiners, field office supervisors, examiners, community affairs officers and support staff to accomplish the goal. Also interact with other divisions and offices withing FDIC.

Location of Work: Chicago Regional Office, Chicago, IL

Timing: ASAP for 120 to 240 days, with 60 days per stint per individual.

Supervision: Participant will report to the Regional Director, Chicago.

More information: David K. Mangian, Regional Director, Chicago (312) 382-7550

PROJECT # WL-12: (WEL participant)

OBJECTIVE: Assigned to the Chicago Region, completion of a reference product for banks. This product will contain information such as:

- most common violations noted at compliance examinations (detailed description of the

violations.)

- law or policy changes in the area of compliance
- regulatory procedural changes a bank may expect at examinations, based upon the law changes
- actions the bank should take based upon the law changes
- identification of the Regional Office structure, noting roles and responsibilities and to whom questions or concerns may be directed
- specific analysis of the Community Affairs Program, with a description of its role, particular benefits to banks, why it exists, availability as an advisory source, expert, etc.

Knowledge, Skills and Abilities:

Good oral and written communications skills, and conceptual thinking ability.

Role of Participant:

The participant would take charge of the project and would need to interact with senior management and a variety of support staff to accomplish this goal. The project may serve as a model for a nationwide effort by the FDIC.

Location of Work: Chicago Regional Office, Chicago, IL

Timing: ASAP for 120 - 180 days, with 60 days stint per individual.

Supervision: Participant will report to the Regional Director or Deputy Regional Director, Chicago.

More information: David K. Mangian, Regional Director (312) 382-7550 or Deputy Regional Director L. Ray Jackson (312) 382-7586.

ADDITIONAL CHICAGO ASSIGNMENTS:

There are three possible assignments in *Community Affairs*:

Project # WL-13: (WEL participant) Develop the prototype for an automated Information Clearinghouse for examiners on the new CRA and institute it.

Objective: To establish a central point of information accessed by e-mail or telephone audix whereby an examiner during an exam can pose questions and get answers concerning the new CRA procedures. These Q & As could then, through this clearinghouse framework, be disseminated to all examiners in the region on a regular basis.

Project # WL-14: (WEL participant) Assist in the planning and delivery of a focus groups/roundtable

Objective: Assign the responsibility for planning and organizing at least one focus group relating to the 1997 initiative.

Project # WL-15: (WEL/New Leader participant) Analyze and organize the CAP information delivery systems

Objective: To analyze the effectiveness of the CAP information delivery systems; recommend changes to improve efficiency and responsiveness to examiners; and help to bring these systems up-to-date. These systems include the community contact information data base, the paradox census tract profile data base, and perhaps should include the development of others, such as article, publications, etc., useful to examiners.

ADDITIONAL INFORMATION FOR EACH OF THE CHICAGO ASSIGNMENTS:

Knowledge, Skills, and Abilities: - Good communication, writing, and organizational skills. Some knowledge of PC applications.

Role of Participant: - Coordinator of the project and principal architect of the project

Location of Work: - **Chicago Regional Office, Chicago, IL**

Timing: - ASAP for 30 - 45 days.

Supervision: - CAO Robert Mooney (312) 382-7506

The following projects are located in the Dallas Regional Office:
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The following are three projects the Dallas Region could use assistance on:

Project # WL-16 - (WEL participant) Project to develop RO review procedures - This would be similar to the Boston Region's request except while their project is updating existing RO review procedures, since we do not have any written procedures, our project would be to develop such procedures.

OBJECTIVE - Develop R/O standard operating procedures for reviewing compliance reports, handling correspondence, processing of complaints, development of a “help” book for telephone inquiries, etc.

KNOWLEDGE, SKILLS, AND ABILITIES - The participant should have or develop knowledge of compliance examination procedures. The participant should also have good oral and written communication skills.

LOCATION - Dallas Regional Office

TIMING - ASAP - 30-45 days

CONTACT - Enterest A. Clark, Acting Regional Director (214) 220-3342

Project # WN-17 - (WEL/New Leader) Project to develop an *Internet* Basic Directory for various informational sources to aid examiners in easily determining and finding relevant information.

OBJECTIVE - Develop an Internet Basic Directory for various informational sources to aid examiners in easily determining and finding relevant information.

KNOWLEDGE, SKILLS, AND ABILITIES - The participant should have a working knowledge of the Internet. The participant should also have good oral and written communication skills.

LOCATION - Dallas Regional Office

TIMING - ASAP -30-45 days

CONTACT - Enterest A. Clark, Acting Regional Director (214) 220-3342

Project # NL-18 - (New Leader participant) Project to update Community Affairs files and library with the goal of improving the distribution of information to field examiners.

OBJECTIVE - Update Community Affairs files and library with the goal of improving the distribution of information to field examiners.

KNOWLEDGE, SKILLS, AND ABILITIES - The participant should have a working knowledge of the Internet. The participant should also have good oral and written communication skills.

LOCATION - Dallas Regional Office

TIMING - ASAP - 30-45 days

CONTACT - CAO Eloy Villafranca (214) 220-3342

Project # WE-19 (WEL/EPP participant)

Objective: Work with Washington and Regional Offices to analyze and, as determined through the analysis, develop the following:

- (a) *FDICnet* application for providing information on IT plans, updates, and issues;
- (b) scoping of computer training for examiners, and recommendations for how it might be best delivered on an on-going basis;
- (c) role and responsibility of Analysis and Policy Review section, in coordination with other sections within DCA, in monitoring regional compliance with policies, procedures, and internal controls as they apply to systems, applications, and access.

Knowledge, Skills, and Abilities:

- (a) Good analytical, interpersonal, organizational and communication skills.
- (b) Knowledge of *Internet* and information technology operations and principles.

Role of Participant: Interface with individuals, management in the Washington and Regional offices, and other divisions as necessary to obtain ideas and input; prepare written recommendations with appropriate background information on concerns, alternatives with pros and cons, and implementation plan for recommended course of action.

Location of work: Washington DC, DCA, Analysis and Policy Review Section.

Timing: 60-90 day detail, with a 60 day maximum stint per individual, beginning in April or May, 1997.

Supervision: Participant will report to Section chief, Analysis and Policy Review Section.

More Information: Sally McCormick at 202-942-3154

Project # WE-20 (WEL/EPP participant)

Objective: Work with Washington Office, Regional Office and field staff in the organization of a User Group for DCA compliance Statistical System (CSS) which is the system of record for DCA's exam process. Work with the system and DIRM Writer/Editor staff in the development of a system user guide. Assume back-up system enhancement project manager role as needed to ensure that system programming is accurate and is implemented in a timely manner.

Knowledge Skills and Abilities:

Good analytical, interpersonal, organizational and communications skills.

Role of Participant:

Interface with various individuals, senior management, review examiners, field office supervisors, examiners, community affairs officers and support staff to accomplish the goal. Also interact with other divisions and offices within FDIC.

Location of work: Analysis and Policy Review Section, Division of Compliance and Consumer Affairs, Washington, DC

Timing: ASAP for 90 to 180 days, with a 60 day maximum stint per individual.

Supervision: Participant will report to the Section Chief, Analysis and Policy Review Section

More information: Sally McCormick, Section Chief at 202-942-3154 or Gina Luckenbill, Information Systems Specialist, Analysis and Policy Review Section, at 202-942-3088

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